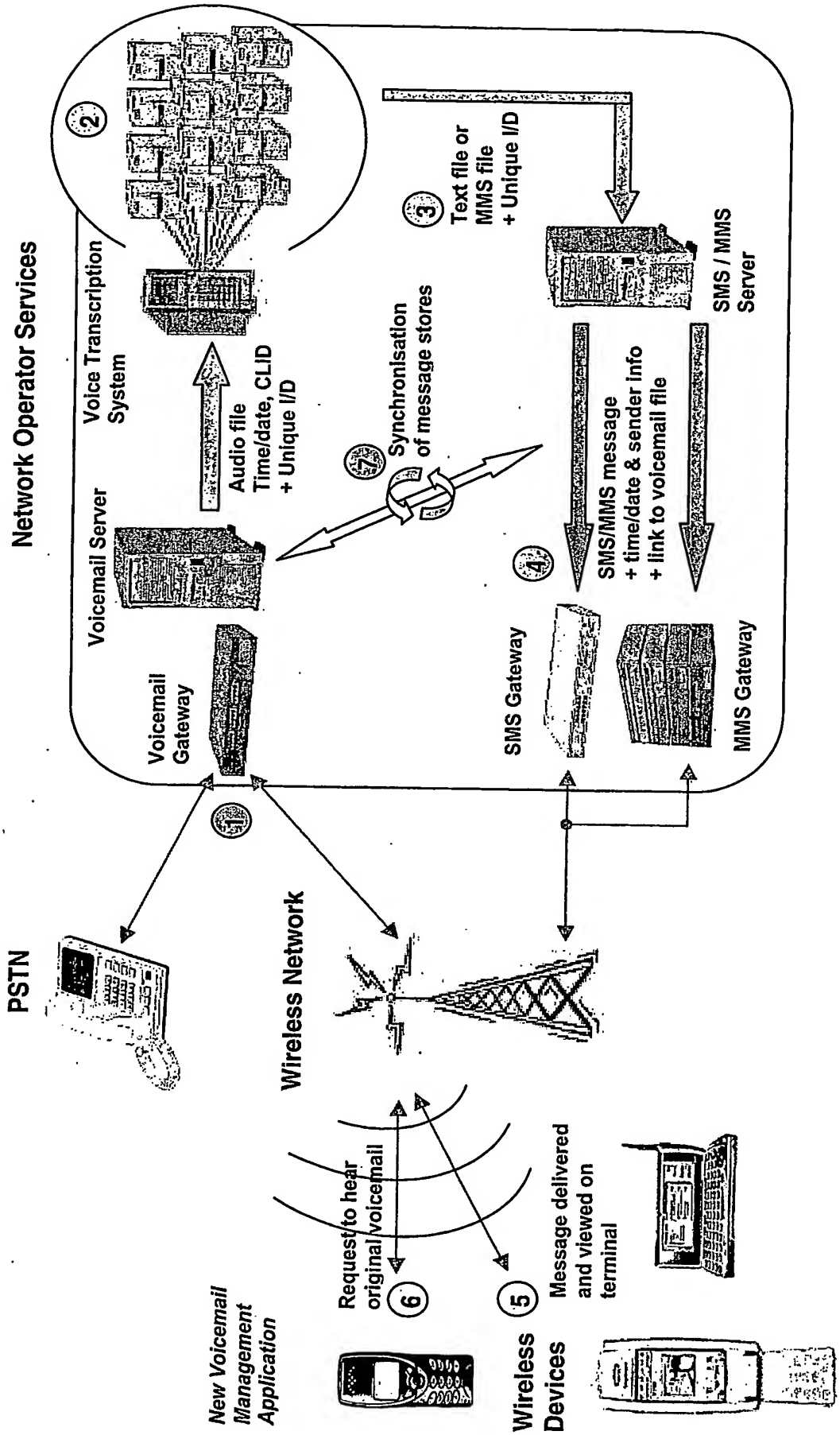


Figure 1

Inside the Operator

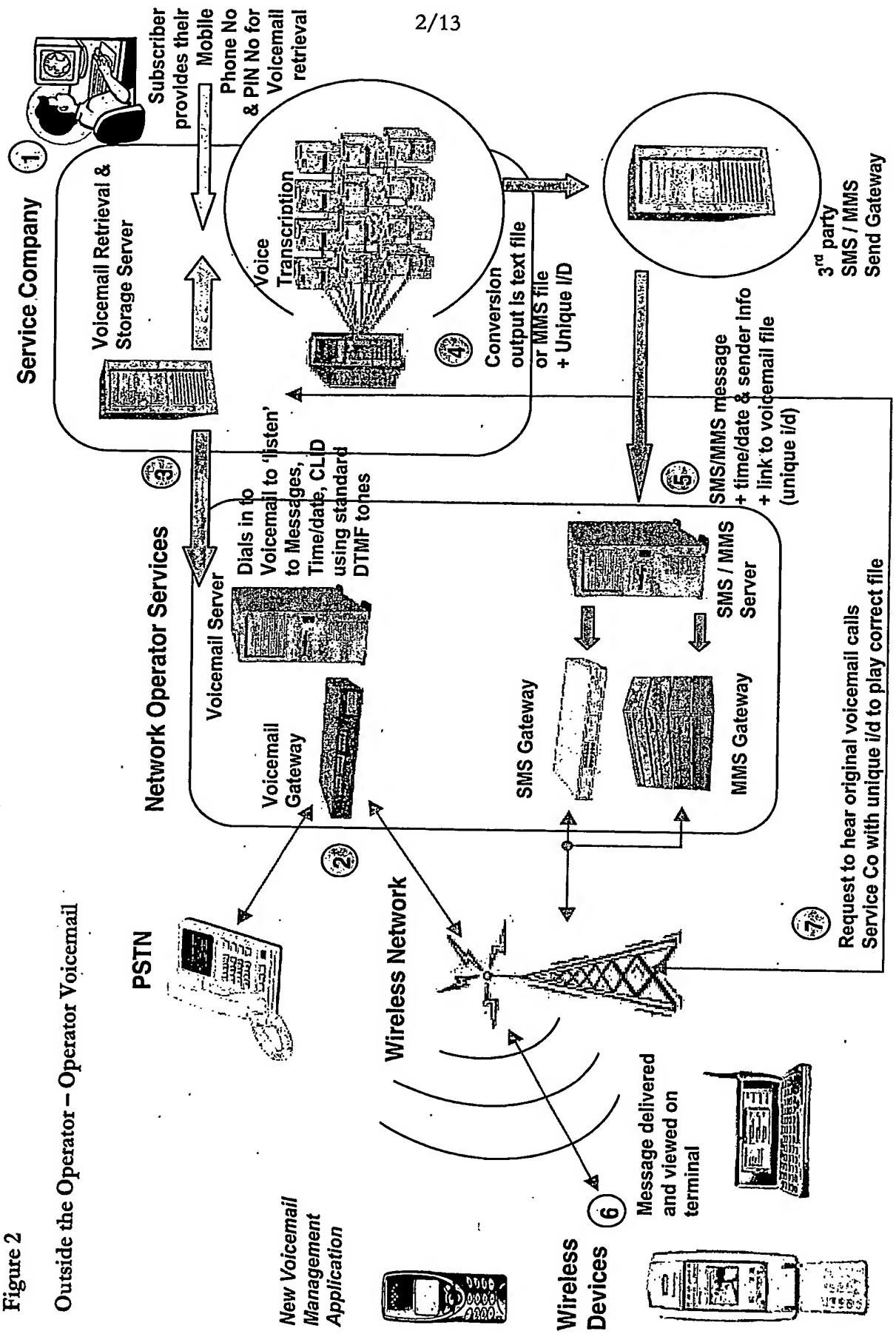


Figure 2

Outside the Operator – Operator Voicemail

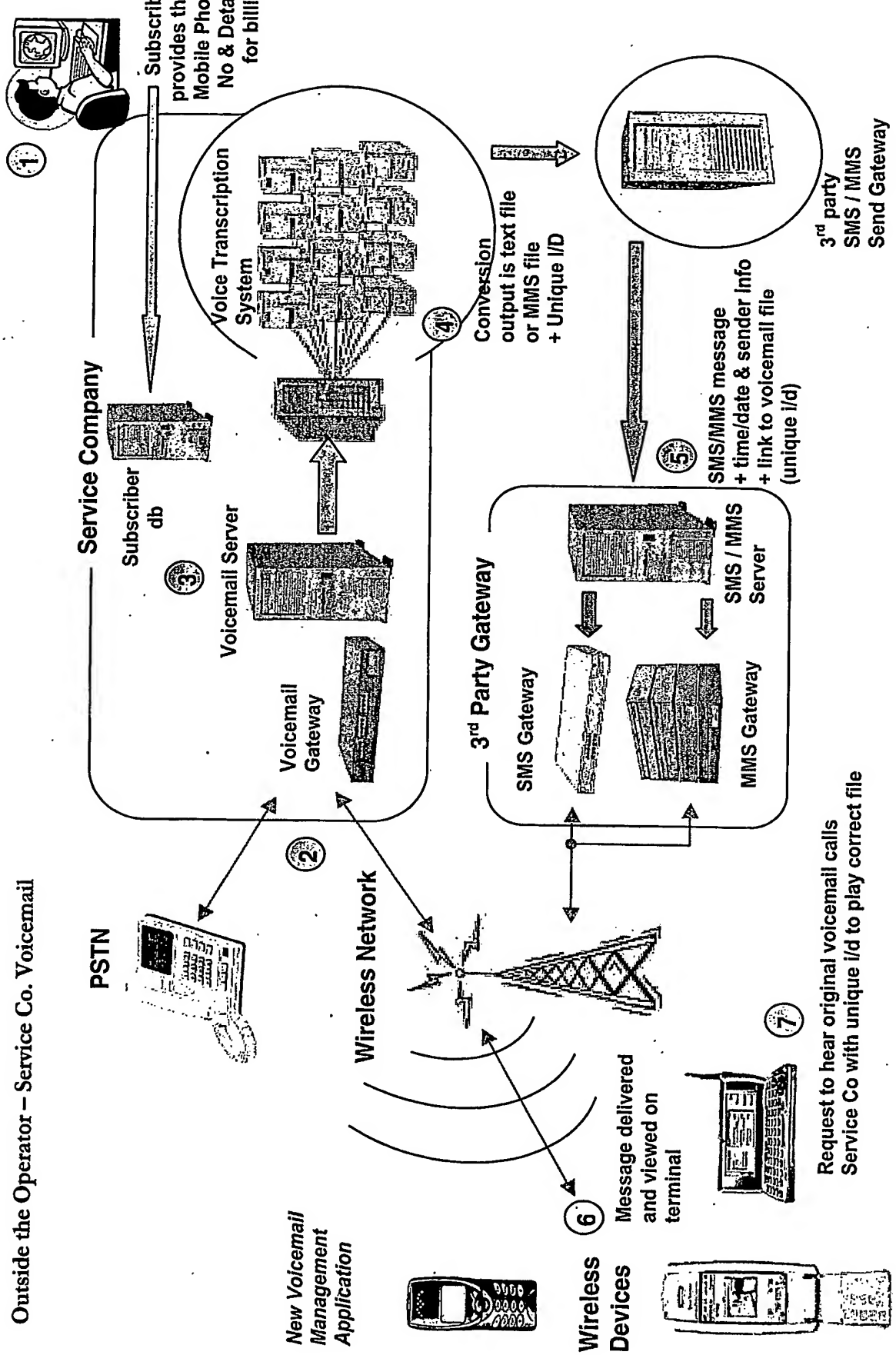


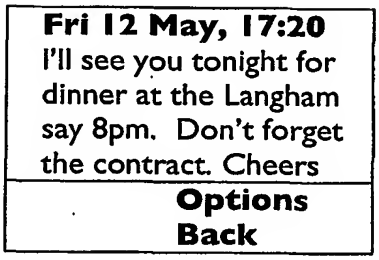
Figure 3

Outside the Operator – Service Co. Voicemail

Figure 4 Homer Simpson

Figure 5 Julius Caesar

Figure 6



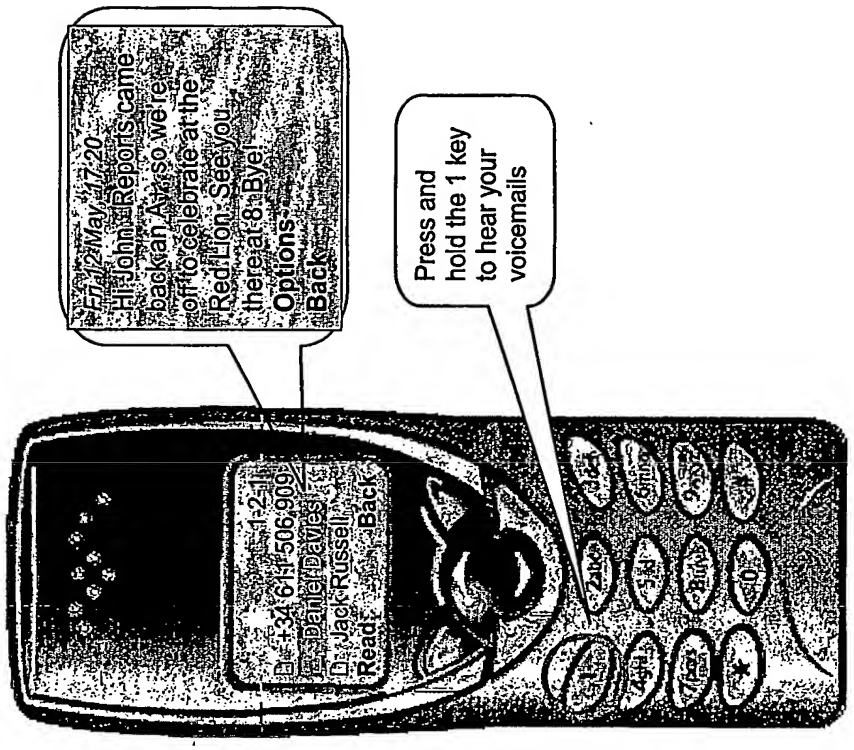

Fri 2/May 17:20
Hi John, Reports came
backkan Ar so we re
off to celebrate at the
Red Lion. See you
there at 8. Bye
Options...
Back
Press and
hold the 1 key
to hear your
voicemails
1-2-1
+34 615 506 909
Daniel Davies
Jack Russell
Read
Back

Figure 7

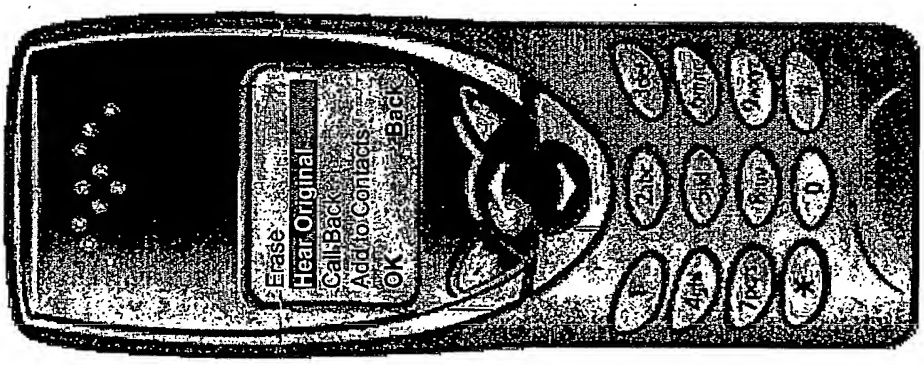


Figure 8

Figure 9C

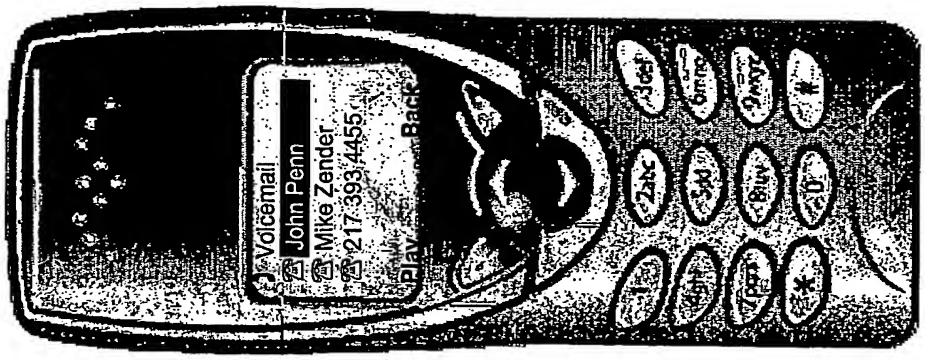


Figure 9B

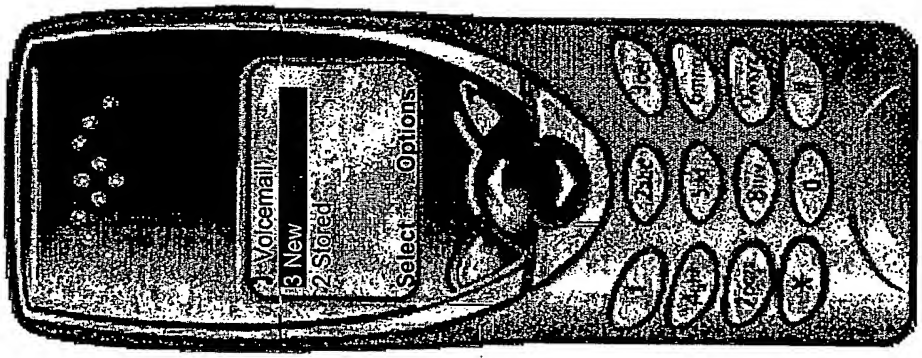
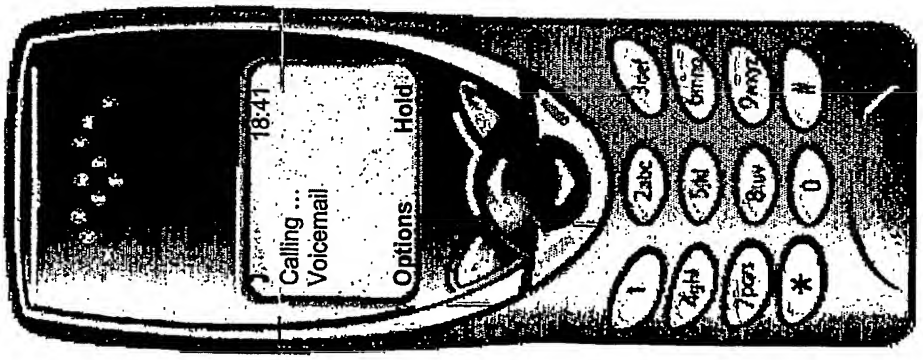


Figure 9A



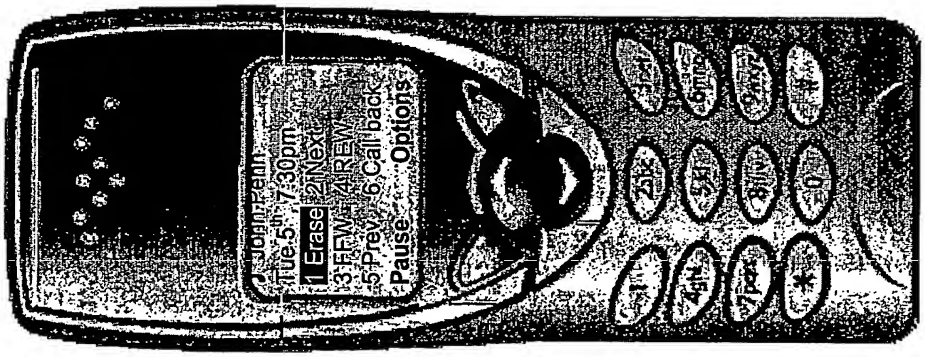

John Fenn
Tue 5 7:30pm
1 Erase 2 Next
3 FFW 4 REW
5 Prev 6 Call back
Pause Options

Figure 9D

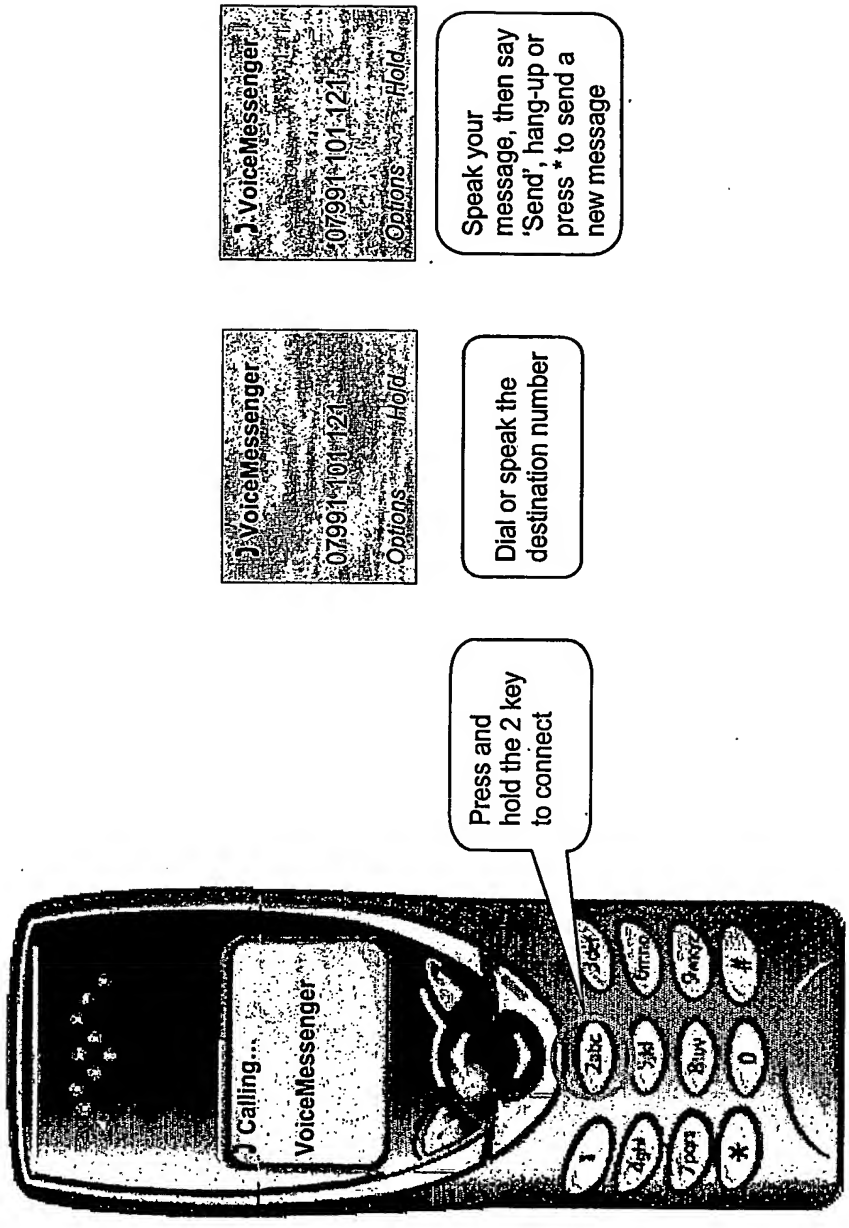

Calling...
VoiceMessenger
Press and hold the 2 key to connect
VoiceMessenger
07991 101 121
Options Hold
Dial or speak the destination number
VoiceMessenger
07991 101 121
Options Hold
Speak your message, then say 'Send', hang-up or press * to send a new message

Figure 10

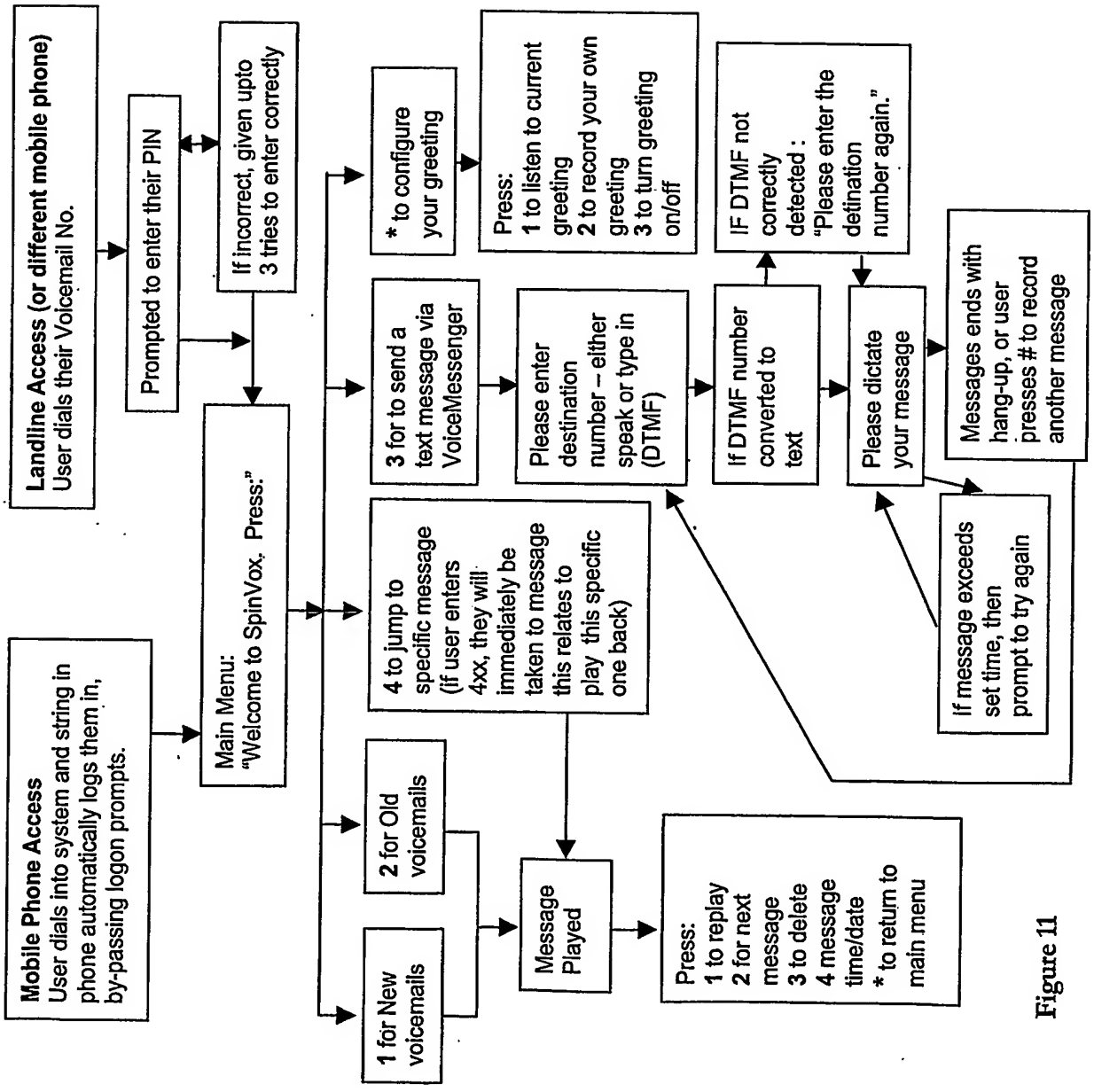

Mobile Phone Access
User dials into system and string in phone automatically logs them in, by-passing logon prompts.
Landline Access (or different mobile phone)
User dials their Voicemail No.
Prompted to enter their PIN
If incorrect, given upto 3 tries to enter correctly
Main Menu:
"Welcome to SpinVox. Press:"
1 for New voicemails
2 for Old voicemails
3 for to send a text message via VoiceMessenger
4 to jump to specific message (if user enters 4xx, they will immediately be taken to message this relates to play this specific one back)
* to configure your greeting
Press:
1 to listen to current greeting
2 to record your own greeting
3 to turn greeting on/off
Please enter destination number – either speak or type in (DTMF)
If DTMF number converted to text
IF DTMF not correctly detected :
"Please enter the detination number again."
Please dictate your message
If message exceeds set time, then prompt to try again
Messages ends with hang-up, or user presses # to record another message
Message Played
Press:
1 to replay
2 for next message
3 to delete
4 message time/date
* to return to main menu

Figure 11

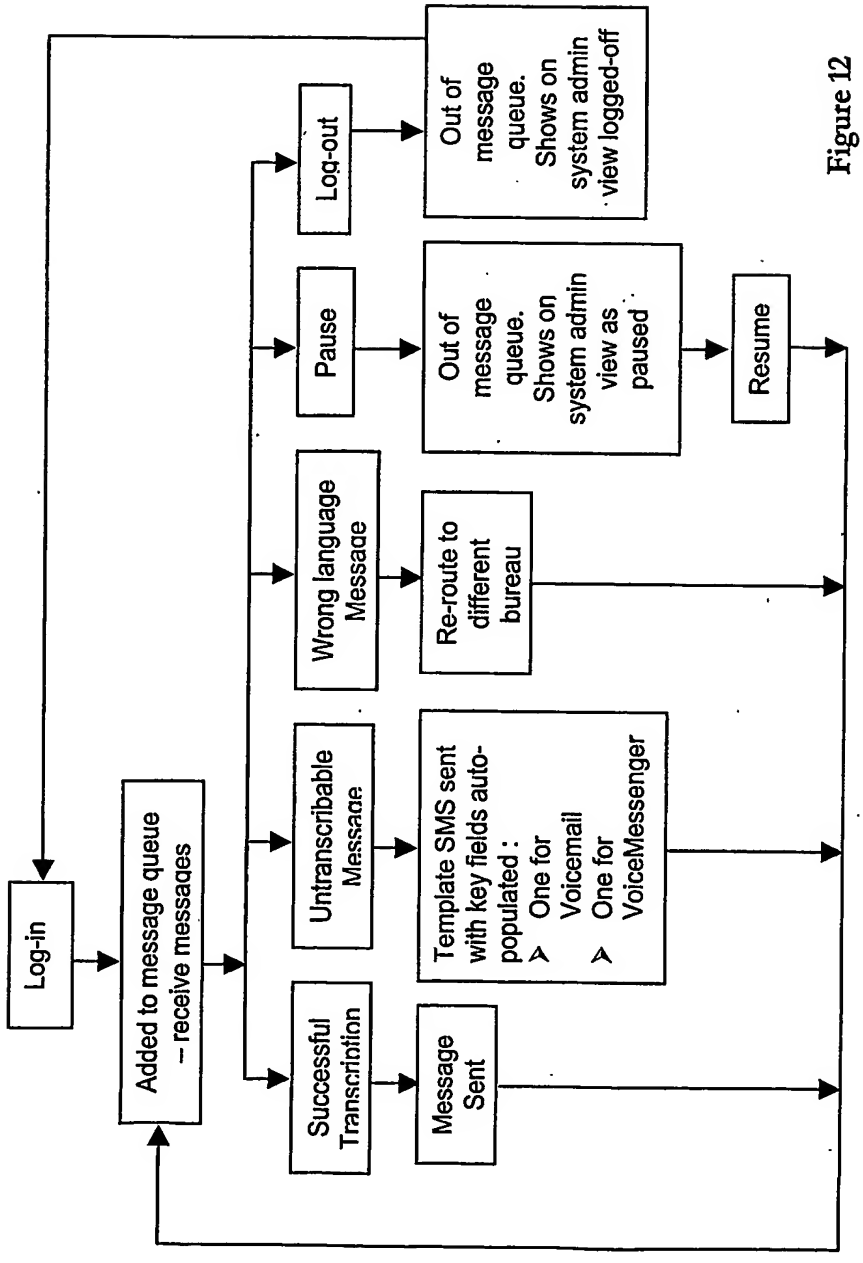

Log-in
Added to message queue – receive messages
Successful Transcription
Message Sent
Untranscribable Message
Template SMS sent with key fields auto-populated :
One for Voicemail
One for VoiceMessenger
Wrong language Message
Re-route to different bureau
Pause
Out of message queue. Shows on system admin view as paused
Resume
Log-out
Out of message queue. Shows on system admin view logged-off

Figure 12

Figure 13

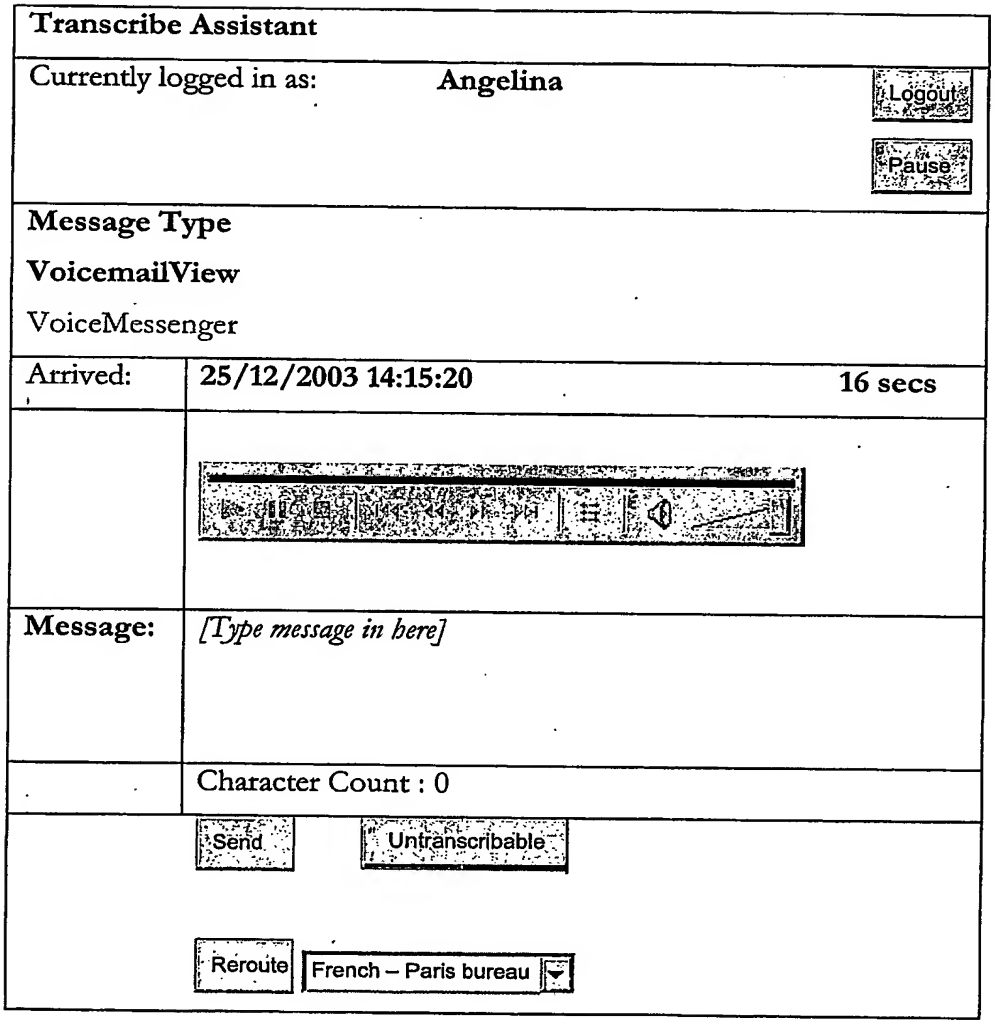
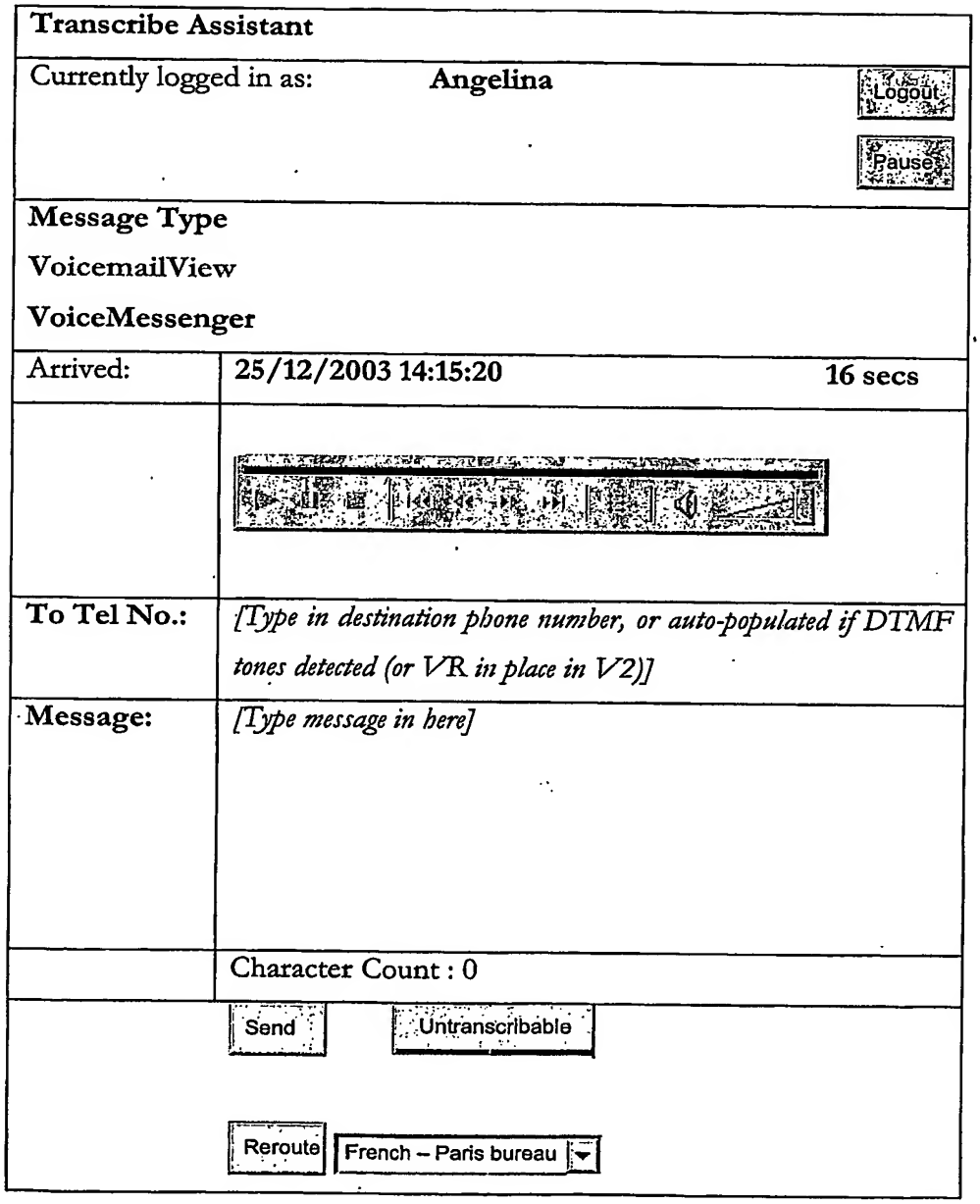

Transcribe Assistant
Currently logged in as: Angelina
Logout
Pause
Message Type
VoicemailView
VoiceMessenger
Arrived:
25/12/2003 14:15:20
16 secs
Message:
[Type message in here]
Character Count : 0
Send
Untranscribable
Reroute
French – Paris bureau

Figure 14


Transcribe Assistant
Currently logged in as: Angelina
Logout
Pause
Message Type
VoicemailView
VoiceMessenger
Arrived:
25/12/2003 14:15:20
16 secs
To Tel No.:
[Type in destination phone number, or auto-populated if DTMF tones detected (or VR in place in V2)]
Message:
[Type message in here]
Character Count : 0
Send
Untranscribable
Reroute
French – Paris bureau